

On Course With CalPERS Members

2006 Member Services and Health Subject Survey and 2006 Pension Subject Survey

Methodology of the 2006 Surveys

Samples of 750 in Member and Pension Surveys

State Employees	155 respondents	21%
School Employees	198 respondents	26%
Public Agency Employees	165 respondents	22%
Retirees	232 respondents	31%

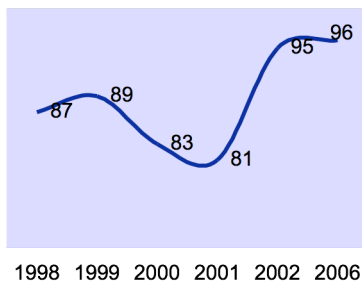
Margins of Error: $\pm 3.6\%$ overall for Member and Pension Surveys

Thirteen Trends

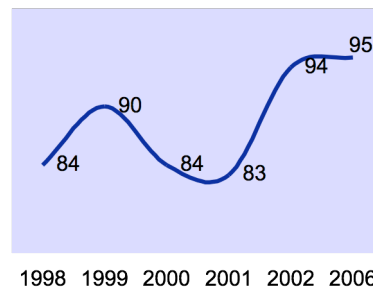
2006 Member Survey Tracks Five Previous Surveys

Member surveys done in 1998 through 2002 and in 2006

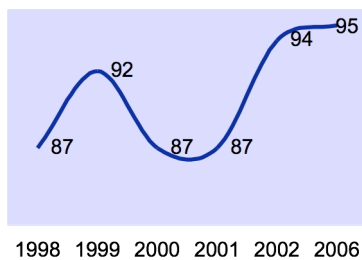
Is CalPERS financially sound?



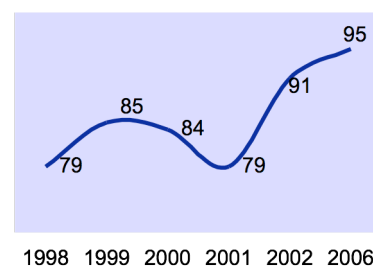
Is CalPERS being managed well?



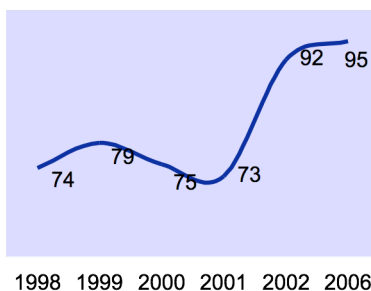
Are you confident that you will receive quality services in the future?



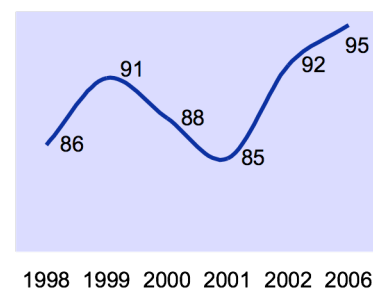
Is CalPERS satisfying you in providing the services you need?



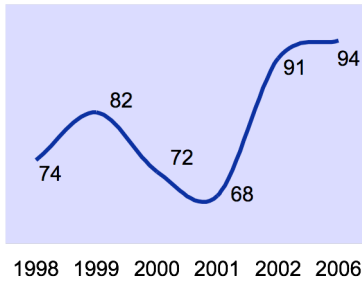
Is CalPERS sensitive to member needs?



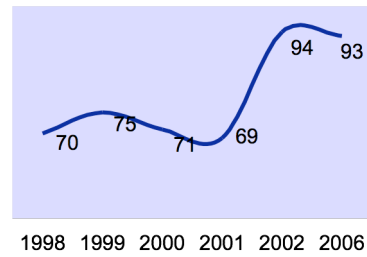
Are you confident your retirement money is safe?



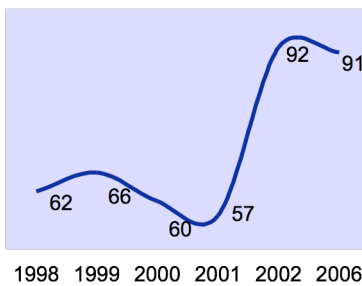
Is CalPERS making wise investments?



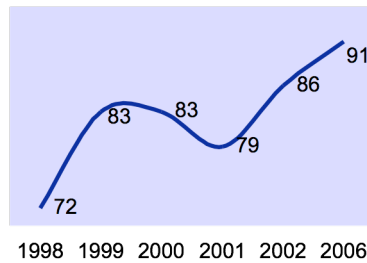
Do you have confidence in answers you receive from CalPERS?



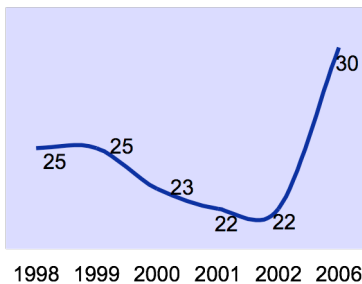
Is CalPERS organized well to answer member questions?



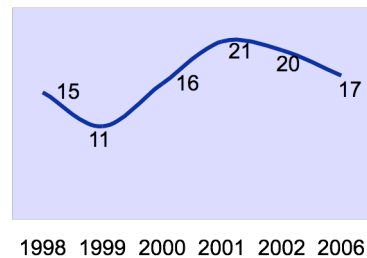
Does CalPERS do a good job of keeping members informed?



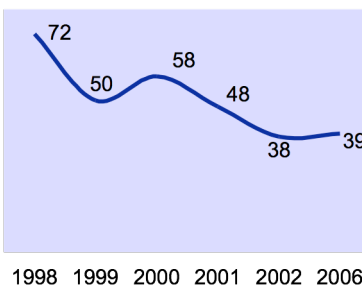
Is CalPERS too big and impersonal?



Have you heard anything about CalPERS which concerns you?



Does it concern you a great deal?



Member Survey: General CalPERS Performance

Very high overall confidence in CalPERS

Three-fourths offer no suggested improvements

Suggestions involve health and retirement benefits, telephone service

Some concerned over State government influence, CalPERS financial security

Member Survey: Communicating with CalPERS

Age and education determine contact mode

Typical contact rate is every three years

79% say excellent or good telephone service

41% get transferred to a second agent

Promised call-backs occur only 61% of the time

Member Survey: Web Site Services

Only one-third of retirees use a computer

Two-thirds of active members use a computer

63% of users of average or better proficiency

86% of users have a high-speed connection

Barely half with computers have used the CalPERS site

Others have not needed to yet

Visitors say CalPERS web site is easy to use

Desires center on easier navigation, deeper FAQ

Member Survey: Health Benefits

Cash, lower premiums to promote better life style choices

67% have asked their doctors for generic drugs

24% have duplicate health coverage

Enrollment knowledge, customer satisfaction very high

In 2005, 75% of health queries by telephone, 25% by internet

Strong preference for annual open enrollment

Widely differing ratings of wellness programs

Weak knowledge among active members of retirement coverage, premium cost

Top desires: lower premiums, lower copayments

Member Survey: CalPERS Representation

Knowledge on CalPERS elections still low

But voter participation relatively high at 65%

Top reason for not voting: unaware of election

Member Survey: Some Findings from Multivariate Analysis

Older, minority, less-educated and non-English speaking members use the web site less often

The same groups use wellness programs less

The reasons are unclear for the increase from 22% to 30% in "too big and impersonal"

Pension Survey: Retirement Decisions

One-third work after retirement

Reasons: income, enjoyment, to stay busy

Very low private saving for retirement

17% save nothing

65% save less than \$500 per month

86% have less than \$50,000 saved for retirement

76% of retirees feel financially secure

Reasons for early retirement: Health, Forced out

Pension Survey: Customer Service on Retirement Matters

High majorities (83% or more) rate all aspects of customer service as excellent or good

But 16% rate telephone service as poor

And 21% say needs were not met by telephone

Pension Survey: Member Statements

Statements very easy to understand

Only 56% aware statements are on web site

58% want statements mailed (52% have no internet)

Pension Survey: Official Retirement Estimates

89% say amount of information sent "about right"

70% say unfair to provide estimates only in last year of work

Many have low understanding of pension calculations, defined contribution plans, CalPERS defined contribution products

Pension Survey: Additional Service Credit

53% unaware of additional service credit; 24% have purchased

Reasons for purchase: State service, air time, military service

Reasons for non-purchase: don't qualify, cost, disinterest

Pension Survey: The Retirement Planning Calculator

Only 21% have used it

Users say easy to use in front of or behind password

Pension Survey: The Service Credit Cost Estimator

Only 12% have used it

Users say it is easy to use

Pension Survey: CalPERS Regional Offices

One-third unaware, two-thirds haven't visited

High customer service ratings from visitors

86% rate regional workshops excellent or good

92% rate financial planning seminars excellent or good

On-line seminars not wanted: no real-time feedback

12% get retirement applications at regional offices

67% complete the application there, 62% need help

Pension Survey: Health Plans

High active and retired understanding of:

- How to find information on health plans

- How to assess health plans

Mediocre active member understanding of:

- How member share of premium cost is determined

- Coverage

- Health insurance after retirement

Low active member understanding of Medicare

Pension Survey: Some findings from Multivariate Analysis

State, public agency and school members vary significantly on many matters

Low retiree internet use indicates special approach

Very low private retirement saving is endemic

Thank You